



AT&T U-verse®

starter guide

with quick
resolution tips



Easy steps for getting the most
from your AT&T U-verse® TV,
High Speed Internet, and Voice services.

Get answers 24/7
att.com/uversesupport
or call 1.800.288.2020



starter guide

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Record your important AT&T U-verse® information here for easy reference.

With all your key information in one place, it's a snap to manage your account and get support when you need it.

| GENERAL INFORMATION | | WIRELESS (RESIDENTIAL) GATEWAY INFORMATION | |
|--|--|---|--|
| Customer name on account | | Manufacturer | |
| Account number | | SSID # | |
| AT&T U-verse primary member ID (online account access ID) | | Wireless key # (required for home Wi-Fi access) | |
| VM PIN # and authentication code | | Your AT&T U-verse primary member ID allows you to manage your account online. You can view and pay your bill, enroll in paperless billing, sign up for AT&T AutoPay, upgrade your account, get updates regarding your AT&T U-verse service, and so much more. | |
| AT&T U-verse password hint <small>Note: Password is the same as your AT&T email password. For your security, record account passwords separately and keep them in a safe place.</small> | | | |
| Router password | | | |
| Tech's ID for promo code (P2R) | | | |
| Your award-winning AT&T U-verse service was installed by _____ | | _____, AT&T UID _____ | |

Love your U-verse?

Tell a friend, and you'll BOTH get up to **\$75** in gift cards when your friend orders AT&T U-verse TV, Internet, and phone. Learn more at att.com/referuverse.

Upgrade or add services anytime.
Tune to channel 9910 AT&T Account Manager
Click att.com/uverse



AT&T U-verse

For your own security, if you need to record account passwords, write them down separately and keep them in a safe place.

We're always here to help:

Visit att.com/uversesupport or call **1.800.288.2020** and say, **"AT&T U-verse technical support."** Please have your four-digit passcode available when calling.

AT&T U-verse® TV user guide

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TV user guide

How to use the AT&T U-verse remote control



Your remote can control up to four devices

At the time of installation, your remote was set up to control your AT&T HD-ready receiver. The remote is also capable of controlling up to three other devices, such as the TV, DVD player, or home theater system. You can access step-by-step instructions on how to program your TV or other devices by pressing **MENU** on your remote control and scrolling to **Help** and selecting **System Setup**.

Visit att.com/uverse/newcustomer to learn more.

TV like you've never seen before



One DVR, one experience, any receiver

Record up to four shows at once and record and play back shows in any room from a single DVR.* Your AT&T U-verse HD-ready receiver with Total Home DVR®¹ lets you:

- > Record up to four shows at once on a single DVR and record and play back your shows from any room in your home
- > Schedule, update, or delete your recordings from any room in your home
- > Pause your recorded show in one room and pick it up where you left off in another
- > Pause and rewind live TV or recorded shows from any receiver
- > Set Parental Controls for U-verse Movies, Pay Per View, and live or recorded shows

NOTE: **BLUE CAPITAL LETTERS** refer to buttons on the remote control.

Pause, fast-forward, and rewind live TV from any receiver

Your Total Home DVR stores up to 60 minutes of the live TV channel you're watching, on up to four of your receiver-connected TVs at the same time! (When you change channels, your DVR will begin storing the new program instead.) You can rewind live TV by pressing **REW**. You can also freeze live TV for up to 60 minutes by pressing **PAUSE** (press **PLAY** to restart).

Record the program you're watching from any receiver

Press **RECORD** on your remote control to begin recording the program you're watching. The Record light on your receiver remains lit until recording stops automatically at the program's scheduled end time. You can also press **STOP** to end recording at any time; press **OK** to confirm.

Schedule program or series recordings from the Guide from any receiver

Press **GUIDE**, then use **UP/DOWN ARROWS** to scroll to the program you want to record. Press **RECORD** once to record a single show (one red dot appears); press **RECORD** twice to record the whole series (three red dots appear); press **RECORD** three times to cancel recording.

Search for a show or series you want to record from any receiver

Press **MENU**, select **Live TV**, and use the **DOWN ARROW** to select **Search**. Press **OK**. Choose **Options** to narrow your search, or type the show title (use **ARROWS** to highlight a letter, then press **OK** to select it). Highlight the show you want when it appears, and press **INFO** to record a single episode or the whole series.

Watch your recordings from any receiver

Press **RECORDED TV** and select **Browse Recordings** to see a list of your recorded SD or HD programs and series. Highlight a show and press **OK** to see a **Program Info** screen, then select **Play** to watch the program.

*DVR not included with U100 or U-basic packages. Models may vary. 1 Total Home DVR functionality is available on up to eight TVs and requires a receiver for each additional TV at \$7/mo. Pricing subject to change.

Visit att.com/uverse/newcustomer to learn more.

Now you can watch TV in more places

Take the AT&T U-verse experience with you on your computer, smartphone, or tablet with an extensive library of On Demand programs.

On your computer

- > Choose from over 225,000 TV shows, movies, and sports content on your computer at no extra charge
- > View your TV listings and manage your DVR online²

To get started:

- 1 Visit **uverse.com**
- 2 Log on with your AT&T master ID (email address) and password



On your smartphone

- > Browse the TV guide on the go and manage your DVR schedule and recordings
- > Watch hit TV shows and movies at no extra charge with a qualifying TV plan³

To get started:

- 1 Text **MOBILE** to 3421 to download the app to your smartphone
- 2 Log on with your AT&T master ID (email address) and password
- 3 Learn more at **att.com/uversemobile**



On iPad®

Get the newest AT&T U-verse viewing experience using iPad.

ON THE GO: Browse the TV guide, manage your DVR, and watch from a library of movies and TV shows based on your TV package.

AT HOME: Do everything listed above and use iPad as a remote control. Get info and photos about your favorite TV shows while you watch. (AT&T U-verse High Speed Internet Account required).

To get started:

- 1 Download the U-verse app from iTunes
- 2 Log on with your AT&T master ID (email address) and password to link to your account
- 3 Learn more at **att.com/uversefortablet**



² AT&T U-verse TV and High Speed Internet account required for DVR-related functions. ³ Access to select content requires compatible device, qualifying U-verse TV plan, and Wi-Fi connection and/or cellular data connection. Available content may vary by device and/or U-verse TV plan and is subject to change. Data charges may apply. Apple, the Apple logo and iPad are trademarks of the Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

Visit att.com/uverse/newcustomer to learn more.

Find shows fast with Channel Shortcuts

Browse channels grouped by category and easily find the type of programming you like. Access Channel Shortcuts two ways:

- 1 Press **MENU**. With **Live TV** selected, use **DOWN ARROW** to select **Channel Shortcuts**. Press **OK** and use **DOWN ARROW** to select your category.
- 2 From the **Guide** screen, press **ENTER**. With **Display Channels** selected, use **DOWN ARROW** to pick a category and press **OK**.



Watch four of your favorite shows at once with AT&T U-verse My Multiview*

See only the channels you watch most (you'll still see all channels in the **Guide** screen).

- 1 Press **MENU** and use the **DOWN ARROW** to select **AT&T U-verse My Multiview** and press **OK**. Begin watching four of your Favorites (if already set). Press **INFO** and select **Add/Remove Channels** and press **OK** to set or change your Favorites.
- 2 Scroll using **UP/DOWN ARROWS** and press **OK** to check channels you want to see.
- 3 See checked channels by selecting **View Checked**, then press **OK**. (Select **Uncheck All** and press **OK** to clear the whole **Favorite Channels** list.)
- 4 Done? Select **Save** and then press **OK**.



Other AT&T U-verse Multiview¹ choices

Tune to one channel to see available programming in a single genre—choose AT&T U-verse News Multiview (ch-201, or 1201 HD), AT&T U-verse Kids Multiview (ch-301, or 1301 HD), or AT&T U-verse Sports Multiview (ch-601, or 1601 HD). Subscribers to ESPN GamePlan can tune to channels 620 and 4400. AT&T U-verse Multiview will display all available channels in your TV package.

In any AT&T U-verse Multiview, you can:

- > Press **UP/DOWN ARROWS** to scroll through the available channels or to select a channel
- > Press **OK** to replace the channel in the viewport with the selected channel
- > Record a program by selecting one of the AT&T U-verse Multiview screens and pressing **RECORD**

Check out ch-400 for seasonal AT&T U-verse Multiviews.

NOTE: If you hide channels from view in the **Guide** screen, they will still display in AT&T U-verse Multiview windows unless you block them with Parental Controls.

*A limited number of HD channels are not supported for display within AT&T U-verse My Multiview. 1 Channels/content available for viewing in AT&T U-verse Multiview are based on TV package and additional programming purchased.

How to use Parental Controls

Once you have a personal identification number (PIN), you can restrict viewing by TV or movie rating, all adult-only programming, who can rent U-verse Movies, and more.

- 1 Press **MENU**, then **RIGHT ARROW** to **Options**, then down to **Parental Locking**. Press **OK**.
- 2 Use the remote's number pad to enter your four-digit PIN and press **OK** (press **DELETE** to clear an entry). You'll have to enter your PIN twice. The **Parental Locking** screen will appear with your locking options.

Be sure to scroll down to the second page if you want to lock adult-only content, titles and posters from the standard channels, U-verse Movies, and purchases from Account Manager.

Optimize your TV experience

Watch TV the way you want by customizing your **Guide** screen view, what channels you see, your onscreen language, sound settings, and more. There are two ways to access **Options**:



Access Options from the Menu screen to customize all your preferences

Here you can set favorite channels or channels to hide; choose a parental locking PIN; set your audio preferences, aspect ratio, closed captioning, and language settings; and more. Press **MENU** on your remote. Use **ARROWS** to select **Options**. Use **ARROWS** to select the category of preferences you want to change, and press **OK**.

Access Options without changing the channel or leaving the Guide screen

Change your onscreen language or enlarge your view while watching live TV. Change your **Guide** view, see your favorite channels, or access **Shortcuts** to view the category of channels you want to watch while the **Guide** is visible. Press **ENTER** on your remote while watching TV or from the **Guide**, use **ARROWS** to choose the category of preferences you want to change, and press **OK**.



U-verse Movies and Pay Per View programming

AT&T U-verse On Demand offers Free On Demand,² a huge selection of U-verse Movies rentals,³ plus Premium On Demand when you subscribe to HBO®, Cinemax®, or STARZ®. Pay Per View offers you a front-row seat at exciting live sporting events, concerts, and more.⁴ Visit att.net/uverseonline to see clips of some of your favorite shows.

Features subject to change. Simulated screen images for demonstration purposes only. 2 Free On Demand programming varies by package subscription. Subscription to appropriate package and HD Technology Fee are required to access FREE and/or PREMIUM HD On Demand titles. 3 U-verse Movies: Customer responsible for applicable charges. Once a U-verse movie is ordered, it cannot be cancelled by remote or customer care. HBO®, Cinemax® and related channels and service marks are the property of Home Box Office, Inc. 4 Event schedules subject to change. Once a Pay Per View is ordered, it cannot be cancelled by remote or customer care. You will be billed and the event will air on your TV set.



Three ways to access U-verse Movies

- 1 Press **ON DEMAND** on your remote control for one-touch access.
- 2 Press **MENU** and use **ARROWS** to select **On Demand**, then **U-verse Movies**. Press **OK**.
- 3 Press **GUIDE**, then use **ARROWS** or **CH/PG** to select Channel 1. Press **OK**.



How to order Pay Per View

- 1 Press **1 0 2** on your remote to access Pay Per View Channel 102, or press **1 0 6** to see PPV HD Channel 106, then press **OK**. (You can also press **GUIDE** and use **ARROWS** to select Channel 102 or 106.)
- 2 Select the program you want to order, and press **OK** to reach a **Program Info** screen with event time, pricing, and ordering instructions.

Caller ID notifications on TV¹

With AT&T U-verse Voice, you can see who's calling on your TV screen without changing the channel. Includes a Message Waiting indicator so you know if they've left a message. Tune to Channel 9901 or select **Services** from the **Menu** screen to set it up.



Call History Channel 9900

Also with AT&T U-verse Voice, you can view recent incoming calls on your TV screen and initiate a call by highlighting a number and pressing **OK** on your remote control. Your phone will ring and when you answer it, your call will be connected.



Interactive features for TV, Internet, and Voice

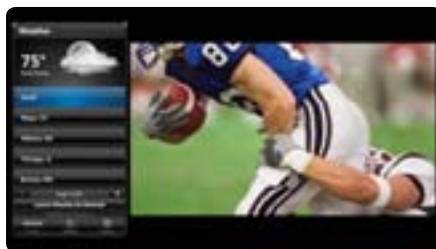


Access your TV's interactive features

- 1 Add AT&T U-verse High Speed Internet and AT&T U-verse VoiceSM digital home phone service to your AT&T U-verse TV service—they work together.
- 2 Press **MENU** and use **RIGHT ARROW** to select **Interactive**.
- 3 Use **ARROWS** to select **More Interactive** and then the application you want to use. Learn more about these innovative features below.

AT&T U-bar*

See the customized sports, stocks, and weather content you've selected on your AT&T U-verse Internet homepage without leaving the TV program you're watching. Press the **GO INTERACTIVE** button on your remote control to launch U-bar.



AT&T Weather On Demand Channel 227

Tune to Channel 227 using your remote control or select it from the **Interactive** screen. Choose a city in the U.S. to see local conditions, hourly temperatures, and a six-day forecast, plus video, radar, and satellite images.



Best ways to locate channels quickly

- > Press any **ARROW** to access your onscreen Picture-in-Picture browse bar
- > Print a channel lineup guide for your area at att.com/channellineup

See what's hot to watch now

- > Press **ON DEMAND** on your remote control to access U-verse Movies

Chat with other members online

- > Visit att.com/uversecommunity to post messages and talk with other AT&T U-verse members about TV features, programming, and more



Watch exclusive AT&T U-verse channels

- > **Front Row Channel 100**
Learn what's coming up on Pay Per View
- > **Theatre Channel 200/1200**
Watch U-verse Movies trailers, interviews, and more
- > **Buzz Channel 300/1300**
Go behind the scenes of your favorite TV shows
- > **Sports Channel 600/1600**
Get previews and an in-depth look at all kinds of sports programming
- > **Help Channel 411**
Get AT&T U-verse TV service help
- > **ATTention Channel 400**
See news about our latest enhancements and more

Easy system setup

You can program your AT&T U-verse remote and set viewing aspect ratio and Parental Controls using the System Setup Tool:

- > Press **MENU** on your remote and use **ARROWS** to select **Help**
- > Press **OK** to select **System Setup**

¹ Caller ID on TV requires subscription to U-verse TV and U-verse Voice.

*AT&T U-verse High Speed Internet account required.

AT&T U-verse®

high-speed internet user guide

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- PC Health Check



high-speed internet
user guide



Features and screen appearance subject to change.

AT&T U-verse High Speed Internet

Now that your AT&T High Speed Internet service is installed, every networked computer in your home can share the same fast connection on a wireless home network. Use this Starter Guide to learn how to access your email from the Web, set email up at home, use Wi-Fi hotspots, and add free security software.

Access your email from the Web

Reading AT&T Mail via the Web is the preferred and recommended method for email access. AT&T Mail via the Web lets you log into your email account anytime at home and on the go from any computer via the Internet. Your emails, contacts, and calendar are stored online without using space on your hard drive. Plus, you can set up your AT&T Mail to collect messages from other email accounts so they're all in one place.

Log in at **att.net** using your AT&T master ID or sub account member ID (email address) and password, and click the **Mail** button.

Set up email on your home computer

Client-based email* (POP/SMTP) uses software like Outlook Express to download email directly to your computer.

Open the email software you plan to use and enter the following information in the account setup window:

- > Email address: MemberID@att.net
- > Incoming (POP): inbound.att.net
- > Outgoing (SMTP): outbound.att.net (requires authentication)
- > Incoming mail server: POP3
- > Incoming mail port number: 995 [make sure **Secure Connection (SSL)** is checked]
- > Outgoing mail port number: 465 [make sure **Secure Connection (SSL)** is checked]
- > Set password authentication for outgoing mail

NOTE: When updating the secure server settings, check the SSL checkbox first and then update the port number if necessary.

For more email support information, visit att.com/emailsupport

*There are numerous client-based email products supplied by non-AT&T third-party vendors. You may incur a fee if you require AT&T ConnectTech support for these products. Alternatively, AT&T also provides online self-help at att.com/uversesupport for these applications. As always, we recommend that our customers use AT&T Mail access via the Web, which provides a broad set of functionality to manage and access email anywhere and at any time.

Visit att.com/uverse/newcustomer to learn more.

Access the entire national AT&T Wi-Fi Hot Spot network*

Check your email, surf, shop, and work on the go.



For information on how to connect to a home Wi-Fi network or an AT&T public Wi-Fi hotspot, go to att.com/wifisupport.

high-speed internet user guide

Get online protection with advanced safety features

Visit att.software.yahoo.com to learn more about these security features:

- > **Anti-Spyware** seeks out and removes programs that gather personal information and slow down your computer
- > **Anti-Virus** cleans and protects your computer against viruses, worms, and Trojan horses
- > **Firewall** shields your computer from unauthorized access
- > **Pop-Up Blocker** stops many types of windows that open automatically
- > **Parental Controls** let you put limits on what your children can do and see online
- > **AT&T Mail Protection** prevents junk mail, UCE (unsolicited commercial email), and UBE (unsolicited bulk email)

PC Health Check



PC Health Check is a free, easy-to-use diagnostic tool that will quickly assess the health of your PC and its connection settings, as well as recommend solutions to fix potential performance issues. Come back often and use our spam-free PC Health Check to get peace of mind to help prevent issues and check on your computer performance. Visit us at pccheck.att.com.

See the complete AT&T U-verse High Speed Internet Features Guide and more user guides at att.com/userguides



*Access includes AT&T Wi-Fi Basic. Wi-Fi-enabled device required. See www.attwifi.com for details and locations.



Maximize your speed

Visit att.com/tips to learn how to maximize the speed of your AT&T U-verse High Speed Internet service.

AT&T U-verse®

voice user guide

- Set up your voice mailbox
- Listen to messages or change settings
- Access your mailbox online and by phone
- Turn off your voice mailbox
- Change your PIN online, from your home phone, or from any touch-tone phone
- Important information



voice user guide

Set up your voice mailbox

Setting up your AT&T U-verse MessagingSM voice mailbox takes only a few minutes.

- 1 Dial ***98** from your home phone.
- 2 Follow the prompts to set up a mailbox.
- 3 After creating your PIN, be sure to set up your authentication code. This will allow you to reset your PIN over the phone if you forget it.

Listen to messages or change settings

Accessing your mailbox online

- 1 Go to **att.com/myatt**, select **AT&T U-verse**, and enter your AT&T U-verse® member ID (email address) and password
- 2 On the AT&T U-verse **Account Overview** page, click on **Check Voicemail**
- 3 Click on the message you want to hear
- 4 Click **Voicemail Settings** then **Voice Mailbox Preferences** to view your options

Accessing your mailbox by phone

- > Dial ***98** from your home phone
- > If you're away from home, dial your home number and press ***** to skip the voicemail greeting

Turn off your voice mailbox

- 1 Go to **att.com/myatt**, select **AT&T U-verse**, and enter your AT&T U-verse member ID (email address) and password
- 2 From the **Account Overview** page, click on **Home Phone**
- 3 Click on **Check Voicemail** or **Manage Features**
- 4 Click the **Voicemail** link under **Quick Settings** in the left navigation bar
- 5 Click the **OFF** button, then click **Save**

NOTE: All Call Forwarding features that were set to go to voicemail will be disabled. To change your Call Forwarding selections, select the **Phone Features** tab.

Change your PIN

Change your PIN online

- 1 Go to **att.com/myatt**, select **AT&T U-verse**, and enter your AT&T U-verse member ID (email address) and password
- 2 On the **Account Overview** page, click on **Home Phone**
- 3 Click on the **Change Voicemail PIN** link
- 4 Follow the instructions

Change your PIN from your home phone

- 1 Dial ***98** from your home phone
- 2 Press **4** to change your mailbox settings
- 3 Press **2** to change administrative options
- 4 Press **1** for security
- 5 Press **1** to change PIN and follow the instructions

Change your PIN from any touch-tone phone

- 1 Dial your AT&T U-verse Voice phone number and press ***** when you hear the greeting
- 2 Once you've accessed your mailbox, you will be offered three opportunities to enter your correct PIN
 - a. After three failed attempts, the system will offer the option to reset your PIN by pressing 1
 - b. After pressing 1, the system will prompt you to enter your Authentication Code
 - c. Follow the prompts
 - d. Once you have entered your Authentication Code, you may reset your PIN and access your mailbox

AT&T U-verse Messaging may not be fully compatible with all AT&T wireless voicemail systems. Caller ID and Call Waiting might not work simultaneously with AT&T U-verse Voice. Caller ID: Some call information may be blocked or otherwise not displayed, including information for some calls originating outside of the AT&T network and calls carried over facilities that do not transmit Caller ID information.

Visit **att.com/uverse/newcustomer** to learn more.

Important information:

Remote access: Although you can access your voicemail and manage your features while away from home, calls can be placed only from your home. AT&T U-verse VoiceSM service is not currently mobile.

Voicemail: When dialing into voicemail remotely, you may incur additional access charges for non-local calls, hotel service charges, or cellular charges.

AT&T U-verse Voice: AT&T U-verse Voice, including 911 dialing, will not function during a power outage without battery backup power. AT&T U-verse service is compatible with many monitored home alarms and medical monitoring systems.

Call forwarding/call transfer: Per-minute rates apply if you forward or transfer to an international number or exceed time under a defined minutes-per-month plan.

See the complete AT&T U-verse Voice Features Guide and more user guides at att.com/userguides

| Service | Description | AT&T U-verse Voice Usage Codes |
|--|---|---|
| Anonymous Call Blocking | Works with Caller ID to prevent calls from callers who block delivery of their name, number, or both. | On: *77# Off: *87# |
| Call Blocking | Blocks delivery of calls. Callers from blocked numbers will hear, "The number you dialed will not accept your call," then the call will end. Dial *60 and follow voice prompts to use service. | On: Activate online Off: *80# |
| Caller ID Blocking | Blocks delivery of your number to the phone number you are calling. | On: *67 + dial number # Off: *82 + dial number # |
| Per-line Blocking | Turn off this privacy feature on a per-call basis to allow delivery of your phone number. | Not applicable |
| Call Forwarding | Allows you to forward your calls to any other number. (After pressing 72# , dial your "forward-to" number.) | On: *72 , enter a forwarding number if one is not already set, then press # Off: *73# |
| Selective Call Forwarding | Allows you to forward your most important calls to another number. Dial *63 and follow voice prompts to use service. | Not applicable |
| Exclusive Call Forwarding | Forward select calls to another number. All others go to voicemail. Choose up to 20 numbers at uverscentralatt.com . | On: Activate online Off: *83# |
| No Answer Call Forwarding | Send missed calls to voicemail or another phone number. | On: *92 , enter a forwarding number, then press # Off: *93# |
| Busy Call Forwarding | Forward incoming calls to voicemail or another number when line is busy. | On: *90 , enter a forwarding number, then press # Off: *91# |
| Safe Call Forwarding | Forward incoming calls to voicemail or another number during a power outage (if battery backup unit is exhausted) or a network outage. | On: *372 , enter a forwarding number, then press # Off: *373# |
| Call Return | Determines the last number that called you and dials the number when you press 1 . | Not applicable |
| Personalized Ring 6 | Gives up to six numbers a distinctive ring so you recognize "special calls." Dial *61 and follow voice prompts to use service. | Not applicable |
| Call Trace | Traces the number of the call you received last. | *57# |
| Call Waiting | Places your existing call on hold and answers a waiting call. | Flash |
| Cancel Call Waiting | Turns off Call Waiting for the duration of a call. | Per-call cancel: *70 + dial number # To deactivate for all calls: Off: *370# To reactivate: On: *371# Call Waiting mid-call cancel: flash + *70# + flash |
| Repeat Dialing | Automatically redials a busy number for up to 30 minutes. | Not applicable |
| Speed Dial 8 | Allows you to establish a list of eight frequently called numbers that may be dialed with one digit (2–9). | Not applicable |
| Speed Dial 30 | Allows you to establish a list of 30 frequently called numbers that may be dialed with two digits (20–49). | Not applicable |
| Voicemail Access | Provides quick dialing access to your voicemail from your home phone. | *98 |
| Three-way Calling | Allows you to set up a three-way conversation that includes your phone and two other numbers. | Flash + dial number + flash |
| AT&T Privacy Manager SM Service | Call to turn the service on and off. | Not applicable |
| Do Not Disturb | All callers will hear a busy signal, and the call will not ring through. | On: *78# or activate online Off: *79# |
| Call Screening | Accept calls only from select numbers; other callers hear, "The number you dialed will not accept your call." Designate up to 20 numbers online at AT&T U-verse Central. | On: Activate online Off: *84# |
| Locate Me | Incoming calls ring up to four numbers on your Locate Me [*] list (set online), plus your AT&T U-verse Voice number—all at the same time. | On: Activate online Off: *313# |

AT&T U-verse®

quick resolution guide

- AT&T U-verse® TV
- AT&T U-verse High Speed Internet
- AT&T U-verse VoiceSM

quick resolution
guide

AT&T U-verse TV

The AT&T Troubleshoot & Resolve tool is designed to help you manage your AT&T U-verse service.

- > Download and access the tool from your desktop or smartphone.
 - > Use the tool online at **att.com/ufix**.
- > Access on the go via your mobile device at **att.com/ufix**.
- > Locate the tool on your TV. Press the **MENU** button on the TV remote and go to the **Help** section. **Troubleshoot & Resolve** is the first menu option.

Learn more at **att.com/troubleshoot**

Don't have picture or sound, but TV and receiver are both turned on?

- 1 Press **TV** on your remote control.
- 2 Press **TV/VIDEO** to see TV programming.

If you're still having trouble with your AT&T U-verse TV, Internet, or Voice services, try resetting your TV receiver or residential/wireless gateway by unplugging it from the power outlet in the wall. (See below for details for alternate reset if you have different equipment.)

NOTE: Unplugging the TV receiver or residential/wireless gateway will interrupt any recordings in progress.

If the trouble is with only one TV

- 1 Turn off the receiver connected to that TV and unplug it.
- 2 Wait at least two minutes before plugging the receiver back in. Turn it on and retry what you want to do.

If the trouble is with more than one TV, or with Internet or Voice service

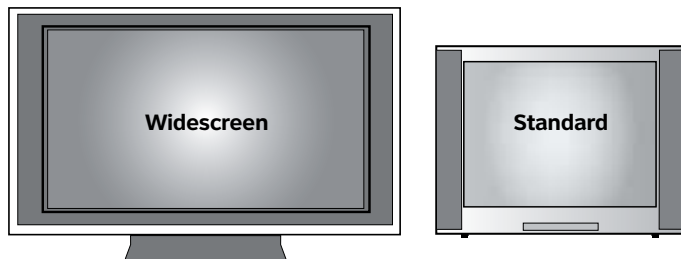
- 1 Unplug the residential/wireless gateway from the power source. (See below for alternate reset.)
- 2 Wait at least two minutes, then plug the residential/wireless gateway back in and retry what you want to do. It may take up to ten minutes for the gateway to reset.

Alternate reset: If your service is supported with a Home Network Hub and Power Supply Unit (PSU with battery backup), then you will need to press the **Reset** button on the left side of the PSU to reset AT&T U-verse service. The PSU may be located in the garage or a closet near an outside wall.

Want more help? AT&T U-verse Getting Started has answers all in one place online at **att.com/startuverse**. You can also chat live with an agent while getting started, or call 1.800.288.2020 and say "AT&T U-verse Technical Support."

Switch your TV screen setting from standard to widescreen

Aspect ratio is the relationship of the screen's width to its height. Standard TVs have a 4:3 aspect ratio; widescreen and HDTVs are 16:9. The steps below show how to switch your AT&T U-verse receiver's aspect ratio.



- 1 Press the rectangular **MENU** button on your remote control, scroll right (using the **ARROWS**) to select **Options**, then **System Options**, and press **OK**. Next, select **Aspect Ratio**.
- 2 Use **UP/DOWN ARROWS** to choose **4:3 Standard Definition, Widescreen Standard Definition, 720p High Definition, or 1080i High Definition**, depending on what your TV supports.
- 3 Select **Continue**.
- 4 On most HD TVs, the format is indicated on the front of the television frame. Press **OK** to test your settings. If the test is not successful you will see a black screen. Select another setting and retest. Once successful, be sure to save your format. You should now see a blue light on your receiver.

quick resolution
guide



Program your remote to control up to four devices

During installation, the **AT&T** button was set up to control your AT&T U-verse HD-ready receiver. You can also control a TV plus up to two other devices such as a DVD player, stereo receiver, or home theater in a box by programming the **TV**, **DVD**, and **AUX** mode buttons. Once the devices are programmed, press the corresponding mode key on the remote to control that device. To watch a video on how to program your remote, visit att.com/uverseremote.

NOTE: The instructions below don't require you to enter a manufacturer's device code because most codes are stored in the AT&T U-verse remote's memory. If you're unable to add a device, or want to learn about advanced features like reassigning mode buttons, refer to the remote's manual provided at installation. For more info, visit att.com/userguides.

How to assign devices to TV-DVD-AUX mode buttons

- 1 Power on the device to be programmed.
- 2 Point the remote control at the selected device.
- 3 Press and hold the mode key that matches the device you want to program (**TV**, **DVD**, or **AUX**) along with the **ENTER** key. Hold both keys for one second, then release. The four mode keys on the remote control flash twice to indicate you are in search mode.
- 4 Search by pressing the **SCAN/FF** key repeatedly until the device turns OFF (the selected mode key will flash once for each press of the **SCAN/FF** key). Pause briefly between each key press to allow your device enough time to respond.
- 5 Press the **POWER** button on the remote to turn the device back on.

NOTE: If the device does not turn off and you have searched all available codes, the selected mode key will flash eight times. If this happens, please start over.

NOTE: If the device does not turn on, you may have pressed the **SCAN/FF** key too many times. Press the **REW/SCAN** key to scan backwards and test the **POWER** button again.

- 6 Check **VOLUME** and **MUTE**. Do not test using **REW/SCAN**, **SCAN/FF**, **FWD**, or **EXIT**. If there is any problem with any of the keys, press the **SCAN/FF** button and search until you find a code that will operate all the functions properly.
- 7 Press the **ENTER** key to save the programming. The appropriate mode key will give a long flash, indicating successful programming.

NOTE: If the programming is interrupted or inactive for more than 30 seconds, the mode keys will flash eight times. This indicates the remote has left the programming mode and returned to normal operation without saving any changes.

If you have an integrated or combination unit such as TV-DVD, TV-DVD-VCR, etc., each component of the unit may need to be programmed separately by using the mode keys. For instance, for a TV-DVD, search for the device code of TV and program into the TV mode key, then search for the device code of DVD and program into the DVD mode key.

Want more help? If you're unable to add a device or want to learn about controlling the volume on all devices using your remote, visit att.com/userguides. You can also check the remote's user manual provided at installation, or watch Help On Demand on TV: Press **MENU**, select **Help**, then **Help On Demand** to see all program titles.

Change your TV's input selection to match its video source

If you're unable to see TV programs on your screen, first try pressing the **TV/VIDEO** button on your remote control to change from Video 1 to Video 2 or Video 3. These separate video inputs (Video 1, Video 2, and Video 3) must match the incoming video source—the receiver, DVD player, or other device connected to the TV. If this doesn't solve the problem, depending on how your devices are connected, it may be that the TV's input selection does not correspond to the input of the AT&T U-verse® TV receiver.

See two examples of how to connect the AT&T U-verse HD-ready receiver to your HDTV set below.

Check device connections for your TV

TV screen menus and port configurations vary. Most devices have ports that require one or more of the cables shown at right. The manuals for your devices will have specific directions.

To connect your AT&T U-verse HD-ready receiver to your HDTV set, the connection is generally HDMI to HDMI (the highest quality video/audio connection). You can also use color-coded component RCA cables (some HDTV sets do not have an HDMI port) that deliver audio/video signals from the receiver and plug into matching audio/video RCA inputs on the back of your HDTV set.

If you've connected your TV input using Composite (yellow connector), S-Video, or Coaxial, you won't get an HD picture. HD is supported only via HDMI or Component (red/green/blue). The same holds true for Dolby® Digital 5.1 surround sound, which is available only via HDMI or TOS Link (optical). The Baseband (red and white connectors) delivers sound only in stereo.

Check to see if the TV recognizes your video inputs correctly

Many newer TVs have an auto-detection system that will automatically detect equipment connected to the various ports on the TV. However, some TVs have to be configured manually.

To change the video input selection manually, press **TV/VIDEO** on your remote control to locate the video input menu for your specific TV.

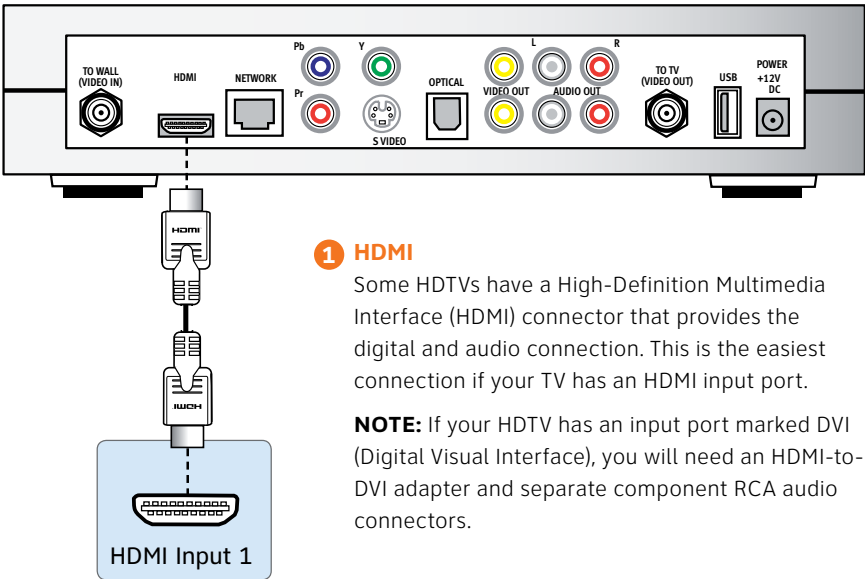
The video input menu screen below shows checkboxes next to devices the TV is detecting. This menu must match the inputs on the back of the TV where video components are connected in order to correspond with Video 1, Video 2, or Video 3 on your remote control. Follow the screen prompts to check/uncheck boxes for your devices.

NOTE: Refer to your TV manufacturer's guide to resolve issues specifically related to your TV.



Choose one of three easy ways to connect your AT&T U-verse receiver to your TV

AT&T U-verse receiver output connector



1 HDMI

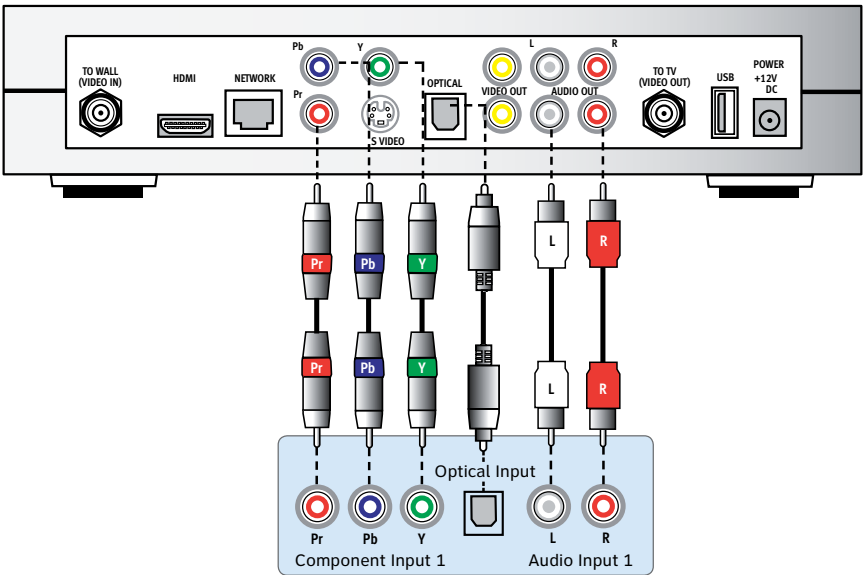
Some HDTVs have a High-Definition Multimedia Interface (HDMI) connector that provides the digital and audio connection. This is the easiest connection if your TV has an HDMI input port.

NOTE: If your HDTV has an input port marked DVI (Digital Visual Interface), you will need an HDMI-to-DVI adapter and separate component RCA audio connectors.

2 Color-coded component connectors

If your TV doesn't have an HDMI or DVI input port, you can use color-coded component video cables (Pr, Pb, and Y) for HD video signals. For audio, plug red and white RCA connectors into the left/right audio input and output ports.

AT&T U-verse receiver output connectors



Input connectors on rear of TV

NOTE: Your hardware may be slightly different than pictured.

3 S-Video

If your TV has an S-Video port, you can connect your receiver to your TV using an S-Video cable. For audio, you can use RCA cables or plug a single optical cable into the optical ports.

Watch Help On Demand—tune to Channel 411

Get more out of your AT&T U-verse® service: Watch Help On Demand videos about these topics on **Channel 411, the Help Channel**, or at att.com/uversevideos.

AT&T U-verse introduction

- Introduction to AT&T U-verse
- See how U-verse TV works!
- AT&T U-verse VoiceSM

Help with AT&T U-verse service issues

- Remote control issues
- No picture
- No service—gear or cog error
- No service—red X or other error message
- Email issues
- Sound issues
- Picture quality issues—aspect ratio/HD settings
- Picture freezing
- Wireless connectivity—issues with a PC
- Wireless connectivity—issues with a Mac®
- Voice issues

Understanding my AT&T U-verse bill

- AT&T U-verse billing
- AT&T U-verse online services & paperless billing

AT&T U-verse digital video recorder (DVR) & remote control

- How to use your DVR
- How to program your remote control
- Moving your AT&T U-verse equipment
- Equipment overview
- Remote control overview
- Total Home DVR®
- Remote control issues

AT&T U-verse features

- AT&T U-bar
- AT&T YP.com TV
- Games
- Public Education & Government programming
- Media Share
- AT&T U-verse Multiview

AT&T U-verse how-to's

- How to program your remote control
- How to use your DVR
- How to change channels
- How to use Program Guide
- How to use Picture-in-Picture
- How to use Search
- How to use Parental Locks
- How to use widescreen
- How to create favorite channels
- How to hide channels
- How to change languages
- How to record programs
- How to schedule recordings
- How to record series
- How to view recorded programs
- How to delete or cancel recordings
- How to use Web remote access
- How to order On Demand programs
- How to order PPV
- How to search for On Demand programs

Internet & email

- Email issues
- Wireless connectivity—issues with a PC
- Wireless connectivity—issues with a Mac

AT&T U-verse Voice

- Voice issues
- AT&T U-verse MessagingSM
- AT&T U-verse Voice

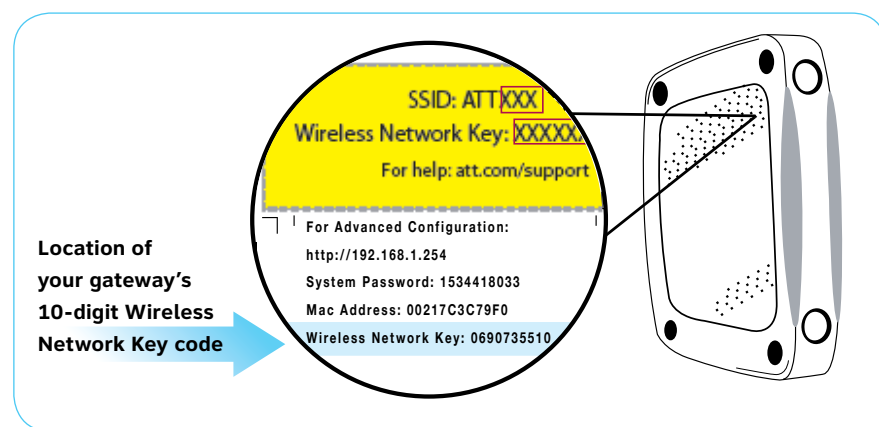
Where's my AT&T U-verse tech?

- Where's my tech?

AT&T U-verse High Speed Internet

Assure reliable security for your wireless home network

The 10-digit number printed inside brackets on your residential/wireless gateway is the encryption code (“pass key” or “Wireless Network Key”) needed to connect your computers to the gateway. WPA (Wi-Fi Protected Access) is the underlying security technology for the Wi-Fi (802.11b/g) standard on the residential/wireless gateway.



Mac® OS X users: You may need to enter the “\$” character on the Wireless Network Key (for example, \$0690735510). For directions on connecting Mac computers via USB cable, visit att.com/wifisupport.

Connect more computers to your wireless home network

You can connect more computers by Ethernet or wirelessly.

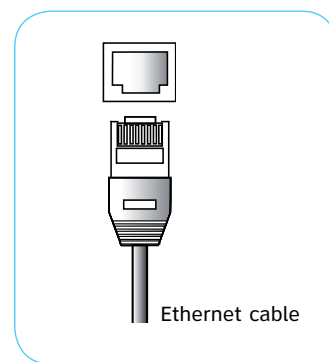
> **Connect an Ethernet cable** from any available Ethernet port on the residential/wireless gateway to your computer's Ethernet port

> **Connect wirelessly** with a wireless-enabled notebook or a computer with an 802.11b/g wireless network adapter installed

NOTE: You will need to use your 10-digit Wireless Network Key code. (See illustration above.)

If your PC does not have built-in wireless capability

Install and configure your wireless adapter according to the manufacturer's instructions. Enter the network name—it's the word “2WIRE” (in all capital letters), followed by the last three digits of the gateway serial number (for example, 2WIRE079)—and the encryption code or Wireless Network Key. (See the illustration above for the Wireless Network Key location.)



AT&T U-verse VoiceSM

Create sub account voice mailboxes online

Create up to eight sub account mailboxes, one for everyone in the family—each with a unique PIN and greeting and notification options.

- 1 Go to **att.com/myatt**, select **AT&T U-verse**, and enter your AT&T U-verse member ID (email address) and password
- 2 On the **Account Overview** page, click on **Home Phone**
- 3 On the **Home Phone Service** page, click on **Manage Features**
- 4 Go to the **Voicemail Settings** tab and select **Voicemail Setup** and follow instructions to create voicemail sub accounts

Change your PIN (personal identification number)

See page 17 for details.

Get fast, affordable tech support



AT&T ConnectTech® offers installation, setup, and tech support for your wireless network, regardless of your service provider or product manufacturer. Call **1.800.270.5103** to find out more. Plus, get a complimentary PC health check! Visit **pccheck.att.com**.

Visit Getting Started for online help!

Click **att.com/startuverse** to access step-by-step guidance and how-to tips at our Getting Started page online. **NOTE:** AT&T U-verse online Help On Demand videos require Windows Media® Player.

Questions?

Get answers 24/7 at **att.com/uversesupport** or chat live with an AT&T representative. Or, download and install our free Troubleshoot & Resolve tool at **att.com/troubleshoot** to manage your U-verse service online.

Sign up for free paperless billing! Conveniently store and retrieve up to 12 months of bills online while reducing your risk of identity theft. Log in now to your online account or go to **att.com/Ugreen** and select **Stop Paper Bills**.

See the complete AT&T U-verse TV, High Speed Internet, and Voice Features Guides and more user guides at **att.com/userguides**.

Here are other ways you can quickly learn more:

- > Tune to video tutorials on **Help Channel 411**
- > View your channel guide at **att.com/channellineup**
- > Click **att.com/uversesupport**
- > Chat **support.att.com/chat**
- > Call 1.800.288.2020, then say “Order AT&T U-verse services,” “Pay my bill,” or “AT&T U-verse technical support”
- > For current programming, visit **att.net/uverseonline**
- > Click **att.com/uverse/newcustomer**
- > Click **att.com/wifisupport**
- > Click **pccheck.att.com** for ConnectTech
- > Sign up for free paperless billing at **att.com/Ugreen** or call 1.800.288.2020

*Esta práctica guía rápida también está en español en **att.com/u-verseguías** (en inglés). Para ver videos útiles en español por Internet, visite **att.com/videosen espanol**.*

More resources

Visit for news, tips, and AT&T Support Community discussions:



facebook.com/uverse



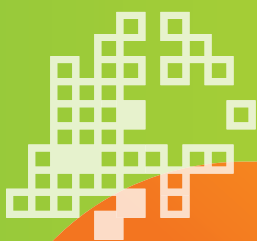
youtube.com/att



twitter.com/att



att.com/uversecommunity



Get answers 24/7
att.com/uversesupport
or call 1.800.288.2020

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